



NASA ARC

Code C

Ames Management System Orientation

November 8, 2004

Training Objectives

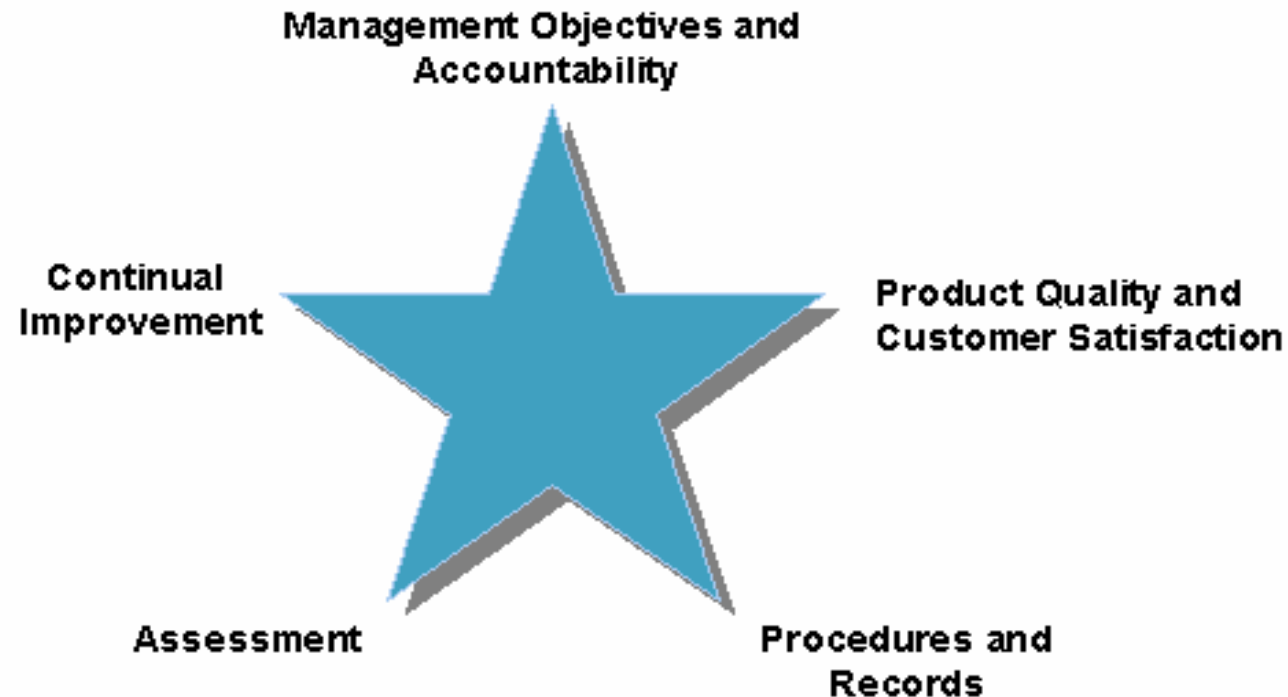
- What is the Ames Management System?
- Locate the AMS website and the tools within it
- Awareness of the Code C Organizational Profiles
- Your responsibility and the AMS
- Audit and Assessments Schedule

What is the AMS?

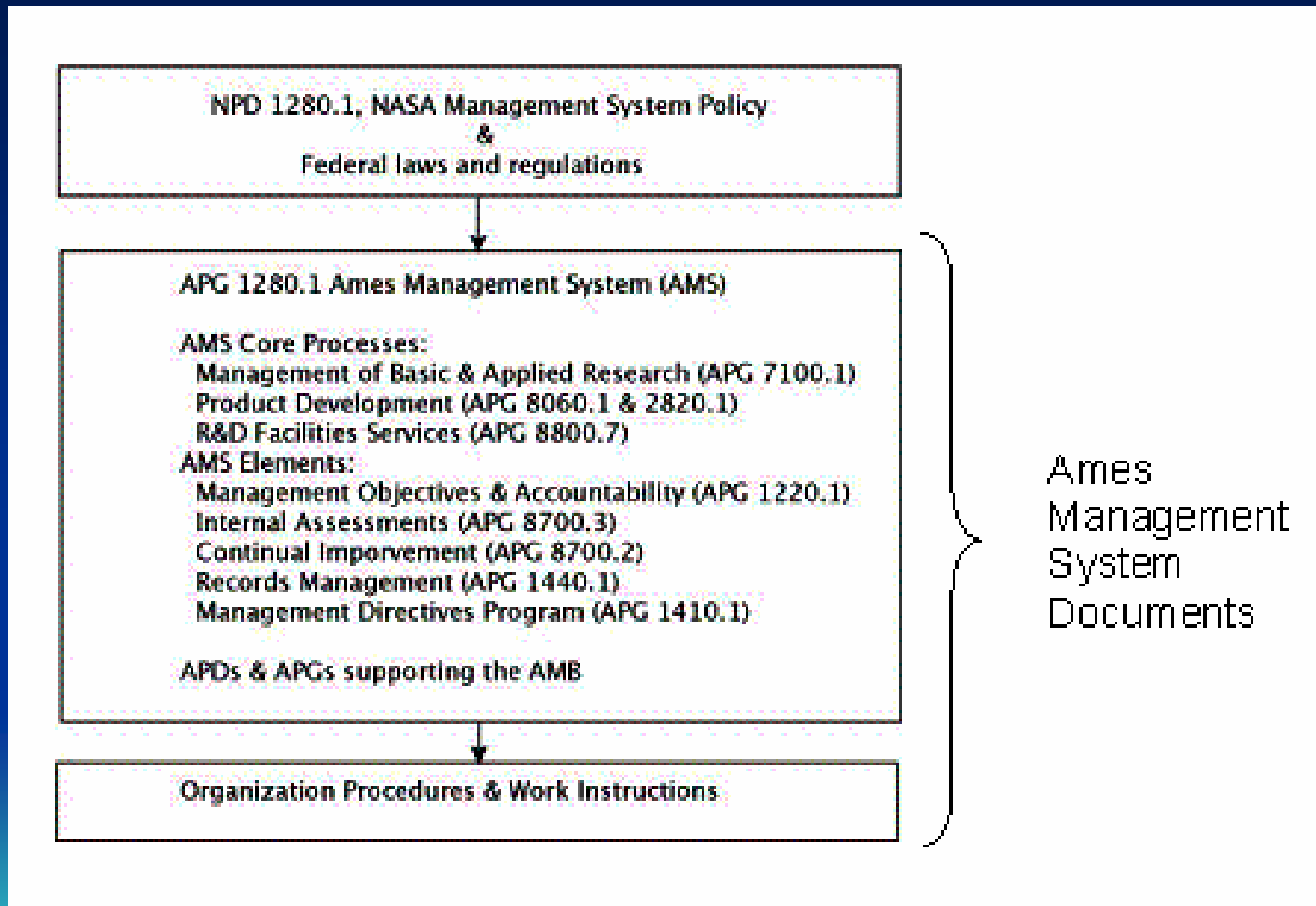
Ames Management System (AMS)

- A set of documented policies and procedures that define how work is managed and executed at ARC
- Comprised of Center Level Management Objectives (CLeMOS) & Code C objectives and metrics
- Replaces ISO with a system that is and has been in use at ARC for many years
- AMS applies to all personnel

Essentials of the Ames Management System



AMS Structure



Ames Management System Website

<http://ams.arc.nasa.gov>

The AMS is documented in policies and procedures necessary to achieve the goals and objectives of the Center. The AMS exists to enable the Center to meet the requirements of its primary customer, the Agency, and of its other customers and stakeholders and to always maintain high performance standards throughout all operations. Click on the AMS Star points or use the menu bar above to go to specific pages for more information about the AMS.

Ames Management System Elements



The fundamental Ames management policy is to: Satisfy customers, work safely, work smartly, honor people, and conduct visionary research and development consistent with the NASA Strategic Plan.

This policy exemplifies ARC's commitment to satisfying customers' needs, to valuing employees and their contributions, and to continually improving management and realization processes to maintain a preeminent research capability.

Code C Organizational Profiles

- Code C has one profile for the Directorate (C) and one for CF & CR
- Each profile contains organizational objectives and metrics
- Metrics must be recorded monthly (or as stated in the organizational profile)
- Profiles can be found on the AMS website under Management Objectives & Accountability

Your Responsibility

- Know where to find your organization's profile and the NASA & ARC directives
- Check with your Supervisor to determine which procedures you need to know
- Follow documented policies & procedures
- Recommend changes to procedures as necessary

Audits, Assessments, Reviews

- Executive Council Review
 - During monthly MMR's. Present Code C AMS status
- Assessments
 - November, 2004, Internal Gap Assessment – Code C Excused
 - January, 2005 Pre-External Assessment
 - Emphasis on managers & employees
 - February 14, 2005 External Audit

Objectives of Audits/Assessments

- Review key processes
- Determine if employees follow documented procedures
- Evaluate customer satisfaction
- Evaluate continual improvement
- Review 'documentary evidence' that supports the above
- Ensure responses to findings and corrective actions have been conducted

Questions ?

- Objectives
- AMS
- Location of policies and procedures
- Organizational Profiles
- Responsibility
- Audits & Assessments
- Schedule